

## **Service Request - Complaint Form Information**

The City of Franklin has established a mechanism for the filing of requests and complaints. The Service Request form is available both online and at the following City offices: The City Manager's Office, the Planning and Zoning Office, and the Municipal Services Department.

The form can be used to:

- ✓ Request that certain work be performed (filling a pothole, trimming a dead tree, fixing a street sign, or notifying the City of vandalism on City property, etc.)
- ✓ File a complaint against a property owner for violation of a City Ordinance such as zoning or property maintenance issues (accumulated trash or junk cars, etc.)

Once completed, the form should be filed with the City Manager's Office where it will then be distributed to the appropriate department for follow-up.

As noted, the forms are intended to address violations of City ordinances. The City cannot get involved in disputes that fall outside of the framework of the ordinances.

Please note that it is the policy of the City to require completed Service Request forms before any department investigates a violation complaint. We ask for your cooperation in helping us make this process work smoothly so that the interests and rights of all properties are preserved.

Please refer to the [Land Use Compliance and Enforcement section](#) in the Planning and Zoning office's portion of the website for more information on the process of enforcement of the City Zoning Ordinances.

Click [here](#) to view and submit the form.